

## **WHAT IS CLAIMED IS:**

1. A method for managing knowledge within an enterprise, comprising:  
defining a body of knowledge for the enterprise comprising skills, theories, rules, processes, techniques, instructions for action used by the enterprise to solve problems and to produce output, some of which has been recorded in documents and some of which is unrecorded form;

analyzing the body of knowledge to identify a plurality of knowledge objects, wherein a knowledge object comprises specific knowledge contained within the body of knowledge which is used by an enterprise process to produce an output having value to the enterprise;

defining a measurable business environment comprising a plurality of measurable enterprise processes, wherein the plurality of enterprise processes use the plurality of knowledge objects to produce the outputs having value to the enterprise;

measuring the flow of each knowledge object through its associated measurable enterprise process to produce the associated output to determine a baseline flow for the knowledge object;

modifying the enterprise process and measuring the flow of the knowledge object through the modified enterprise process until an optimized flow for the knowledge object has been achieved;

capturing any unrecorded knowledge objects and recording them in documents;

defining a knowledge taxonomy for the enterprise comprising a classification system for classifying the plurality of knowledge objects for the enterprise;  
and

classifying the body of recorded knowledge objects according to the knowledge taxonomy for the enterprise.

2. The method of claim 1, further comprising:

periodically re-defining the body of knowledge for the enterprise to include new skills, theories, rules, processes, techniques, instructions for action used by the enterprise to solve problems and to produce output, some of which has been recorded in documents and some of which is unrecorded form and to remove those skills, theories, rules, processes, techniques, instructions for action which are no longer used by the enterprise to solve problems and to produce output; and

periodically re-analyzing the body of knowledge to identify additional knowledge objects contained within the body of knowledge to be included in the plurality of knowledge objects and to remove no longer needed knowledge objects from the plurality of knowledge objects.

3. The method of claim 1, wherein defining a body of knowledge comprises:  
collecting data pertaining to skills, theories, rules, processes, techniques, instructions for action used by the enterprise to solve problems and to produce output;  
transforming the collected data into information comprising summaries and correlations of data; and  
validating the information using analytical, statistical and logical methods or by peer group review to produce knowledge.

4. The method of claim 3, wherein analyzing the body of knowledge to identify a plurality of knowledge objects comprises:  
identifying a plurality of enterprise processes, wherein an enterprise process uses knowledge to produce an output having value to the enterprise; and  
analyzing the body of knowledge to identify which knowledge are used by the enterprise process to produce an output having value to the enterprise.

5. The method of claim 1, wherein the knowledge taxonomy initially classifies documents according to competitive documents, transactional documents, management documents, capability documents and external documents.

6. The method of claim 1, further comprising  
capturing any unrecorded knowledge and recording them in documents;  
and  
classifying the body of recorded knowledge according to the knowledge  
taxonomy for the enterprise.

7. The method of claim 1, wherein modifying the enterprise process and  
measuring the flow of the knowledge object through the modified enterprise comprises  
using a Six Sigma framework.